

FRED Referral Tool – January 2015

The FRED Referral templates in Barcode have been updated to facilitate more clear and complete referrals. Better referrals will help OFA investigators prioritize and process your requests more quickly.

The FRED referral is still accessed as it has been since February 2013, but some of the options now include a Referral Input Guide that organizes your information into a standard format.

These guides open automatically when you select Household Composition, Unreported Income or Countable Resources.

Each guide includes some mandatory entry fields that are marked with an asterisk.

FRED Referral Input Guide

Enter name and indicate whether this person entered or left the home. Include names, relation, and any demographic information such as birthdate. Indicate why you think this person entered or left the home and tell the investigator what you have done to clarify the information

Household Composition | Quick Tips

Enter a client ID, First and Last Name or a Social Security Number for the suspected household member:

Client ID * First Name * Last Name SSN Date of Birth

2411234 Andrea Ocampo - - / /

Relation to head of household (select from list or type in)

Child

* Enter any information to let the investigator know why you suspect this person is in or out of the home and what steps you have taken to verify with the client whether this person is there or not.

Andrea is a 20 year old college student who is working. She is a mandatory HH member if living in the home. A/R reported that Andrea moved out when her income verification was requested.

☐ Left Household
☒ Entered Household

Add Another Person

Mandatory field indicated by *

Save

Delete HH Member

Client ID	First Name	Last Name	DOB	SSN #	Relationship	Supporting Info

When you save your entries the “Review Text” tab will appear.

Review the text to ensure that it is accurate and complete. Remember to include what you’ve already done to attempt to verify eligibility or why you suspect the circumstances are different than reported by the client.

To commit the referral, click on ACCEPT and SAVE.

If you need to edit your entries before sending it to FRED, click the guide name to the left of the “Review Text” tab to return to the template. Quick Tips are available to the right.

FRED Referral Input Guide

Enter name and indicate whether this person entered or left the home. Include names, relation, and any demographic information such as birthdate. Indicate why you think this person entered or left the home and tell the investigator what you have done to clarify the information

Household Composition | **Review Text** | Quick Tips

If this doesn't make sense to you, it won't make sense to the investigator. Please be clear.

Clear all text and start over

ACCEPT and SAVE

Possibly entered the household:
Andrea Ocampo, relationship: Child
Andrea is a 20 year old college student who is working. She is a mandatory HH member if living in the home. A/R reported that Andrea moved out when her income verification was requested.

The entry you composed will show in the grid at the bottom.

To return it to the template for editing, double click the grid line.

FRED-Referral Input Guide

Enter name and indicate whether this person entered or left the home. Include names, relation, and any demographic information such as birthdate. Indicate why you think this person entered or left the home and tell the investigator what you have done to clarify the information

Household Composition | Review Text | Quick Tips

Enter a client ID, First and Last Name or a Social Security Number for the suspected household member:

Client ID * First Name * Last Name SSN Date of Birth ☐ Left Household ☒ Entered Household

Relation to head of household (select from list or type in)

* Enter any information to let the investigator know why you suspect this person is in or out of the home and what steps you have taken to verify with the client whether this person is there or not.

Mandatory field indicated by *

Save Delete HH Member Add Another Person

Client ID	First Name	Last Name	DOB	SSN #	Relationship	Supporting Info
2411234	Andrea	Ocampo			Child	Andrea is a 20 year old college student

Completed referrals return to the ECR as a D001 tickle.

ECR - for BEAU HARPER - Residence CSO 42

Head: 2471635 Go Copy ACES E.C.R.

Client #2471635 Pending™ All Perm Verif My ECR Filter A.C.T. CAL QA PRP

Type	Description	Client#	FName	Rec'd	Ready	Pages
-D001*	FRED Response	2471635	BEAU	06/06/13		0

Document for HARPER, BEAU
FRED Response

To view the response, click the "Go There" button on the tickle.

Assigns - for

Client# 2471635 Doc Type / Pend For: D001 - FRED Referral Respon

Tickler

Priority: - Update Priority Why Me?

Created By: on 12/30/2014

Worker: @MAN Maintenance Site: 900

Subject: FRED Response

Details: Click the Go There button to view the response. Click the Finish button on the referral display screen to save the response to the ECR.

Forward Tickler to in site Forward Userlist

To determine the APP worker for an office, click on Userlist----> select a site and click on XFER-IN Applications Wkr

Completed Not Worked Ready Date: 12/30/14

OK OK/Next Cancel Apply

Clicking “Go There” opens a new tabbed window with the referral and response content. This content can also be accessed via the FRED Referral History while the referral is pending and after it has been completed.

The referral tab shows the text from your initial referral. The Response tab shows FRED’s response.

Client ID **2471635** Name **CHRISTINA OCAMPO** Exit Finish

Priority: 4 Worker

Referral Response

Household Composition - May be living with otherwise mandatory HH member
Possibly entered the household:
Andrea Ocampo, relationship: Child
Andrea is a 20 year old college student who is working. She is a mandatory HH member if living in the home. A/R reported that Andrea moved out when her income verification was requested.

Visited the residence. Andrea Ocampo answered the door . She confirmed that she is living in the home and is currently is employed 24 hours per week at Target. She stated she was unsure as to why her mother reported that she was no longer living in the home as she intends to live there until she graduates.

Take the necessary case actions and click the Finish Button.

Clicking Finish will:

- Clear the tickle assignment
- Complete the FRED
- Update the referral status on the FRED History
- Generate a FRED Response form to the All Tab of the ECR

DMS - FRED/OFA History

CHRISTINA OCAMPO 2471635

P	Refer Dt	Type	OFA #	Status	Input Worker	Finished
4	06/06/13	FR	L00000125	Completed	HENSEJE	06/11/13
5	12/21/12	FR		Completed	HENSEJE	06/04/13

Cancel Referral 2 record(s) found. Go To Referral Exit

WACs to review to determine whether a FRED is appropriate:

To avoid inappropriate referrals, please check the rules before initiating a FRED referral.

Change of Circumstance	WAC 388-418-0007 When do I have to report changes in my circumstances?
Household Composition	WAC 388-408-0035 Who is in my assistance unit for Basic Food? WAC 388-408-0015 Who must be in my assistance unit? WAC 388-408-0060 Who is in my assistance unit for Aged, Blind, or Disabled (ABD) cash assistance?
Income	WAC 388-450-0005 How does the department decide if I own a type of income and if this income is available to meet my needs?
Living Above Means	WAC 388-490-0005 The department requires proof before authorizing benefits for cash and Basic Food.
Address	WAC 388-406-0030 Do I need to submit other after I apply for benefits?
Residency	WAC 388-468-0005 Residency
Identity/Citizenship	WAC 388-424-0020 How does my alien status impact my eligibility for federally-funded Basic Food benefits? WAC 388-424-0030 How does my alien status impact my eligibility for state-funded benefits under the food assistance program? WAC 388-424-0010 Citizenship and alien status - Eligibility for TANF, Medicaid, and CHIP WAC 388-424-0015 Immigrant eligibility restrictions for the State Family Assistance, ABD cash, and PWA programs.
Incarceration	WAC 388-408-0040 How does living in an institution affect my eligibility for Basic Food?
Resources (for cash)	WAC 388-470-0045 How do my resources count toward the resource limits for cash assistance?
Trafficking	WAC 388-446-0015 What is an Intentional program violation (IPV) and administrative disqualification hearings (ADH) for food assistance.